

## AMENDMENTS TO THE CLAIMS

The following is a complete listing of revised claims with a status identifier in parenthesis.

### LISTING OF CLAIMS

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1. (Previously Amended) A method for linking an audio file to a database, the method comprising the steps of:

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- obtaining a client identifier during a client contact;
  - accessing a financial record in the database using the client identifier;
  - recording at least a portion of the client contact as the audio file;
  - storing the audio file on a recording media; and
  - linking the audio file to the record.

2. (Previously Amended) The method according to claim 1, wherein the step of linking the audio file to the financial record comprises storing a pointer to the audio file in a field of the financial record.

3. (Original) The method according to claim 1, wherein:

- the step of storing the audio file on the recording media comprises storing the audio file in an analog format on an analog recording media; and
- the step of linking the audio file to the record comprises the steps of:
  - digitizing the audio file;
  - storing the digitized audio file in a digital recording media; and
  - storing a pointer to the digitized audio file in a field of the record.

4. (Original) The method according to claim 1, wherein:  
the step of storing the audio file on the recording media comprises storing the audio file  
in an analog format on an analog recording media; and  
the step of linking the audio file to the record includes the steps of:  
digitizing the audio file; and  
storing the digitized audio file in a field of the record.

5. (Original) The method according to claim 1, wherein the step of storing the audio file  
on the recording media comprises the storing the audio file on a tape.

6. (Original) The method according to claim 1, wherein the step of storing the audio file  
on the recording media comprises the storing the audio file on a CD-R.

7. (Original) The method according to claim 1, wherein the step of storing the audio file  
on the recording media comprises the storing the audio file on a semiconductor memory.

8. (Previously Amended) A method according to claim 1, further comprising the steps  
of:  
accessing a field in the record, the field having a pointer to the audio file, wherein the  
pointer identifies a location where the audio file is stored on the recording media; and  
accessing the location on the recording media identified by the pointer.

9. (Original) The method according to claim 8, wherein the audio file is a digital audio file.

10. (Original) The method according to claim 8, wherein the recording media is a tape.

11. (Original) The method according to claim 8, wherein the recording media is a CD-R.

12. (Original) The method according to claim 8, wherein the recording media is a semiconductor memory.

13. (Previously Added) The method according to claim 1, wherein:  
the contact comprises a telephone call; and  
the recording step comprises recording at least a portion of the conversation that takes place over the telephone call.

14. (Previously Added) The method according to claim 1, wherein the recording, storing, and linking steps are performed responsive to the client contact dealing with a predefined criteria.

15. (Previously Added) The method according to claim 1, wherein the client contact comprises a telephone call initiated by a client.

16. (Previously Amended) A method for linking an audio file to a database, the method comprising:

obtaining a client identifier during a client contact, the client identifier identifying one of a plurality of clients;

accessing a financial record in the database using the client identifier, the financial record containing information relating to an account of the identified client;

recording at least a portion of the client contact as an audio file;

storing the audio file on a recording media having stored thereon one or more audio files relating to additional clients; and

linking the audio file to the record.

17. (Previously Added) The method according to claim 16, further comprising:

storing the date on which the audio file was recorded as part of the audio file.

18. (Previously Amended) The method according to claim 16, further comprising:

storing a pointer associated with the audio file within the financial record, the pointer identifying a location on the recording media where the associated audio file is stored.

19. (Previously Amended) A database for identifying a plurality of audio files, the database comprising:

a plurality of financial records each associated with a client identifier and accessed using the client identifier, the financial records configured to identify one or more audio files stored on a

recording media relating to a client, with the one or more audio files linked to a client identified by one of the plurality of records.

20. (Previously Amended) The database according to claim 19, further comprising:

101 a pointer associated with each of the one or more audio files and identifying a location on the recording media where the associated audio file is stored, the pointer stored within the financial record of the client associated with the one or more audio files.

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